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A publication providing information and items of interest to California Healthy Families and Medi-Cal Enrollment Entities, Certified Application Assistants, families, and participating plans.

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If you have a story idea you would like to share or comments about this newsletter, please contact us.

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OERU Grant Funding Update

In fiscal year 2006/2007, the Department of Health Care Services (DHCS) gave grants to 22 counties for outreach, enrollment, retention and utilization (OERU) efforts. Many partners and local stakeholders in these efforts were Enrollment Entities (EEs). The OERU grants supported activities to enroll uninsured children into the Healthy Families Program (HFP) and Medi-Cal for Families Program. As of June 30, 2007, OERU grants were no longer available.

EEs that received OERU funding for enrollment activities were not allowed to receive reimbursement payments for application assistance through the State. Effective July 1, 2007, EEs who were blocked for receiving application assistance reimbursement payments **only** because of OERU funding have been placed back in payment status for reimbursements.

What does this mean? If you were an EE participating in OERU for enrollment efforts, all application assistance back to July 1, 2007, is eligible for reimbursement if all other requirements are met. Activity for July, August, and September was combined, so EEs received one check in November 2007 for all reimbursements for those three months.

The EE/CAA Help Desk has a Reimbursement Specialist. Please contact the HFP Reimbursement Specialist for questions about your EE's payment status. The HFP Reimbursement Specialist can be reached by calling 1-800-279-5012 Monday through Friday, 8:30 a.m. to 5:00 p.m. or by email at ee-caalialison@maximus.com.

Best Times to Call the HFP



Applicants looking to receive the fastest access to the Healthy Families Program (HFP) Call Center (1-866-848-9166) should try calling during non-peak times:

Good....Weekdays after 11 a.m.
Better...Weekdays after 6 p.m.
Best.....Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.

New Medi-Cal Citizenship and Identity Requirements

What are the Medicaid Citizenship and Identity Verification Requirements?

The Federal Deficit Reduction Act of 2005 (DRA) requires many U.S. citizens or nationals currently on or applying for Medi-Cal to provide documents that prove both citizenship and identity. ***DRA does not change eligibility or application requirements for non-citizen immigrants.*** Counties will have different plans about when and how they will implement the DRA requirements. Contact your local Medi-Cal office to find out the plans in your county.

What are the new requirements?

- The new requirements apply **ONLY** to Medi-Cal; they do not apply to Healthy Families. The new law ***does not change anything for applicants/beneficiaries who are not citizens or nationals.***
- Certain citizens and nationals do NOT need to provide any new documentation. For a full list of people who do not have to submit documents, please see Enclosure 1A and Enclosure 1B at <http://www.dhcs.ca.gov/services/medi-cal/Pages/DRA.aspx>
- Only original documents or copies certified by the issuing agency (for example an agency that issues birth certificates) can be used to satisfy the DRA requirements; other copies are not acceptable.
- Documents that prove both citizenship and identity are a US Passport, Certificate of Naturalization, or Certificate of US Citizenship. See Enclosure 8 at <http://www.dhcs.ca.gov/services/medi-cal/Pages/DRA.aspx> for the full list of acceptable documents.
- Medi-Cal applicants/beneficiaries only need to provide the documents one time.

What do Certified Application Assistants (CAA) need to know?

- There is no change in the processing of the Medi-Cal/Healthy Families Joint Application. The new

documentation requirements do not affect children applying for Medi-Cal and receiving Accelerated Enrollment through the Single Point of Entry (SPE) until ongoing Medi-Cal eligibility is determined at the county level.

- Beneficiaries currently on Medi-Cal do not need to do anything until they receive a notice from the county in which they live asking for DRA documentation as part of their next annual review.
- Citizens and nationals applying for health coverage should still submit the Joint Application even if they do not have documents to prove citizenship or identity.
- Those already on Medi-Cal should return the annual redetermination forms even if they do not have documents to prove citizenship or identity.

How can Enrollment Entities (EE)/CAAs help?

- Work with the local Medi-Cal office to get information on implementation plans and how they can help families. When following-up with families to confirm enrollment and help with the Medi-Cal redetermination process, they can work with families to educate them and to obtain and submit new citizenship and identity documents.
- Provide families with written materials about the new requirements. (See <http://www.dhcs.ca.gov/services/medi-cal/Pages/DRA.aspx>.)

Additional Resources

- For an overview of the DRA and required documents, go to the California Department of Health Care Services website at <http://www.dhcs.ca.gov/services/medi-cal/Pages/DRA.aspx>.
- For more information on your county's implementation, contact your local Medi-Cal office for materials and training tools. You may also contact advocates such as the Health Consumer Alliance at www.healthconsumer.org.
- The California Welfare Director's Association of California (CWDA) has many helpful materials on the DRA including desk aids and training tools. See www.cwda.org.
- To download a copy of the DRA Tracking Tool from Community Health Council's website go to <http://www.chc-inc.org/>.

Tips for Working Successfully with Applicants

Application Follow Up

Certified Application Assistants (CAAs) play an important part in the Healthy Families Program (HFP) application process by helping families to complete applications. After applications are submitted, the HFP encourages efforts by CAAs to follow up with the applicant to see if the HFP or Medi-Cal Programs have contacted them. Applicants may need the CAA's assistance to clarify letters from the HFP or Medi-Cal. Letters to applicants about their missing information, HFP eligibility, or applications forwarding to the County Welfare Department are sent about 10 business days after the HFP receives application (please allow a few extra days for delivery). They should help the family understand if anything else must be done to make the application complete. It is important to reach out to the family **before** calling the county Medi-Cal Program, Healthy Families Program, or the Managed Risk Medical Insurance Board (MRMIB) about the status of a family's application.

CAA Authorization

Section 9 of the joint Medi-Cal and Healthy Families application has a box on line 54. Checking the box gives Medi-Cal and the HFP permission to give information over the phone to the identified CAA about the status of the application. This permission ends on the date the program mails the results of the eligibility determination for that application. Please remember that authorization to speak for the applicant must be present on each and every "application" (Joint, AER, Add a Person, etc.) for which you provide assistance. The EE/CAA Authorization Form can also be used for permission to speak for the applicant. The EE/CAA Authorization Form can be found in English at <http://www.healthyfamilies.ca.gov/English/Publications/EEAuthorizationForm.pdf> and in Spanish at <http://www.healthyfamilies.ca.gov/Spanish/Publications/AuthorizedRepFormSPA.pdf>.

Supporting Documents Checklist

A complete application is the key to quick enrollment in the HFP, so a checklist of all the documents needed to complete an application can be very useful. Some CAAs provide a checklist to applicants before their appointment so they know what to bring with them. This allows the CAA to review the documents to be sure they are valid. Here's an example of what your checklist might include:

- A copy of the birth certificate or proof of immigration status
- Proof of the deductions
- Proof of California Residency (if not on income documentation)
- Proof of pregnancy
- Proof of income - examples include:
 - Pay stub dated within 45 days
 - Employer statement
 - 1040 Federal Tax Return (include Schedule C if self-employed)
 - Profit and Loss Statement (with month and year)
 - Copies of checks or court ordered statements to verify child support or alimony payments
 - Share-of-Cost Notice of Action

Reporting Applicant and CAA Fraud

The responsibility to protect the integrity of the Healthy Families Program (HFP) belongs to all program stakeholders, including Certified Application Assistants (CAAs). As you carry out CAA activities and tasks, you may come across situations that you feel are inappropriate. There may also be times when someone is doing something you feel is in conflict with the CAA Agreement. (To review the CAA Agreement, please go to <http://www.healthyfamilies.ca.gov/English/caa/pdfs/CAAagreement.pdf>.)

If you have a complaint about someone involved in the application process (e.g., a CAA, Enrollment Entity, or applicant), please contact the EE/CAA Help Desk. We

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would also like to know if someone tells you about applicant issues (such as inaccurate income amounts or inaccurate statements on the application). If you hear about any such issues or are not sure how to report something you may have concerns about, please call the EE/CAA Helpdesk and ask that your complaint be documented. You can reach the EE/CAA Helpdesk by calling 1-800-279-5012 between 8:30 a.m. and 5:00 p.m. or by sending an email to ee-caalialison@maximus.com.

The EE/CAA Helpdesk staff will decide if it is an issue they can solve or if the complaint should be sent to the State (i.e., Managed Risk Medical Insurance Board or Department of Health Care Services). When telling the EE/CAA Helpdesk about a CAA or EE issue or complaint, please include the CAA's name, the EE name, and phone numbers or addresses if available. A physical description of the person the complaint is about and any details about their inappropriate activity will also help us to follow-up. Any contact information you may have about applicants or other people involved is appreciated as well and will help us follow up and take the necessary actions. It is also important to note that it is very difficult to take appropriate action if the person calling wants to remain anonymous.

Please also note that it is illegal for CAAs to charge applicants for application assistance. It is a crime punishable by a fine of up to \$500 per occurrence. The State can also take administrative actions such as suspension of CAA numbers or termination of EEs. For more information on this crime, please see the Assembly Bill 343 article in the August 2006 edition of the EE/CAA Newsletter at http://www.healthyfamilies.ca.gov/English/caa/pdfs/EECAA_Newsletter_200608.pdf.

Health-e-App Spotlight



I first heard about Health-e-App while employed with Cover the Kids 3.5 years ago. Since then I have been a devoted Health-e-App user. It is very user-friendly and makes it easy for me to help families apply for Healthy Families and Medi-Cal.

"I use Health-e-App exclusively and can see how it is at least twice as fast as filling out paper applications."

With Health-e-App, I am able to provide quality customer service. It helps me to be more efficient with my time so I can really focus on the needs of the applicant and answer their questions.

The prompts on Health-e-App take you where you need to go depending on the applicant's answer. It alerts you if there is the possibility of an error, and when the application is complete, you can submit it electronically, and it will instantaneously arrive to Healthy Families!

"Health-e-App is the way to go if you want to be more efficient, reduce errors, and get the applications processed in a timely manner."

Martha Montoya (Hernandez)
from Cover the Kids in Sacramento

This method of technology benefits the applicants and minimize paperwork.